



Australian Government

SISXCCS002 Coordinate client service activities

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to coordinate client service activities. The unit focuses on the application of service standards to maintain and improve the level of service activities provided to clients.

This unit applies to individuals who work in customer contact roles such as activity assistants or customer service assistants in locations such as community recreation centres, indoor recreation facilities, sporting complexes, fitness venues, and leisure and aquatic centres. It may also apply to those working on-site during sport, fitness and recreation events.

These individuals undertake work according to relevant legislation and organisational policies and procedures.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Client and Customer Service

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Identify client service standards.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Access and interpret client service standards for the workplace.
- 1.2 Contribute to the development, refinement and improvement of service policies, standards and processes.
- 1.3 Match staff to service client needs, as required.

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|---|--|
| 2. Implement and evaluate client service systems. | 2.1 Monitor implementation of client service systems by staff members. |
| | 2.2 Develop improved work practices after analysis of client feedback. |
| | 2.3 Evaluate client service activities to match organisational quality standards. |
| | 2.4 Take corrective action where necessary as part of continuous improvement strategy. |
| | 2.5 Organise training for staff members where necessary. |
| | 2.6 Maintain records of training undertaken and achieved service levels. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

- | | |
|-------------------------------|---|
| Reading skills to: | <ul style="list-style-type: none"> • analyse client feedback and maintain records. |
| Oral communication skills to: | <ul style="list-style-type: none"> • consult appropriate personnel regularly regarding the review and analysis of client feedback. |
| Problem-solving skills to: | <ul style="list-style-type: none"> • enable evaluation of areas of customer service requiring corrective action, such as delays in responding to complaints. |
| Teamwork skills to: | <ul style="list-style-type: none"> • enable the provision of consistent client service throughout the organisation. |

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1ca50016-24d2-4161-a044-d3faa200268b>